

TAYLOR MORRIS

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📍 Atlanta, GA 30318

PROFESSIONAL SUMMARY

Professional with a strong focus on delivering exceptional experiences. Skilled in customer service, ensuring high standards in every task. Reliable team player, adept at adjusting to changing needs and collaborating effectively to achieve results. Known for friendly demeanor and excellent communication skills.

SKILLS

- Packaging and Labeling
- Lifting and sorting
- Labeling and boxing
- Warehouse Safety
- Quality Control
- Organization
- Documentation Management
- Professional Appearance
- Guest service
- Interactive communication skills
- Cash Handling
- Problem-solving skills
- Verbal and written communication
- Administrative Skills

EDUCATION

Clark Atlanta University
Atlanta, GA • 10/2024

Bachelors

- Dean's List [Spring 2023]
- Undergraduate Studies Scholarship Recipient
- Federal Pell Grant Scholarship Recipient
- Admission Ugrad Scholarship Recipient
- Relevant Coursework Criminology & Intro To Criminal Justice
- 3.25 GPA

WORK HISTORY

Message Envy Spa - Front Desk Receptionist

Baltimore, MD • 06/2024 - 08/2024

- Operated a multi-line telephone system to answer and direct a high volume of calls.
- Greeted guests at the front desk and engaged in pleasant conversations while managing the check-in process.
- Scheduled client appointments for staff members.
- Confirmed appointments, communicated with clients, and updated client records.
- Increased guest retention by maintaining a welcoming and organized reception area.

Amazon - Warehouse Associate

Baltimore, MD • 06/2022 - 08/2023

- Collaborated with team members to achieve daily targets and complete tasks efficiently.
- Worked safely around moving machinery.
- Used handheld scanners to efficiently track and maneuver freight throughout distribution network.
- Prepared orders for shipment by picking, packing, and labeling merchandise.

UPS - Driver Helper

Atlanta, GA • 10/2022 - 11/2022

- While working at Ups, my job included assisting delivery drivers with delivering packages to designated locations
- Scanned and tracked packages for delivery accuracy and security.
- Displayed very good communication and customer service skills.
- Arranged packages on truck to achieve best use of storage space and to minimize damage.
- Demonstrated professional conduct at all times when interacting with customers during pickups or dropoffs.

Home Depot - Head Cashier

Baltimore, MD • 05/2022 - 08/2022

Western High School
Baltimore, MD • 06/2021

Diploma

- Honor Roll Spring 2021
- Honor Roll Fall 2020
- Honor Roll Spring 2020
- Honor Roll Fall 2019
- Honor Roll Spring 2019
- Honor Roll Fall 2018
- Honor Roll Spring 2018
- Honor Roll Fall 2017
- Completed AP course in Calculus
- 4.0 GPA

- Performed store opening, closing, and shift-change actions and kept accurate shift-change logs.
- Educated employees on register use, merchandising, and customer service.
- Maintained stock to meet expected customer demand.
- Contributed to store promotions by informing customers of available discounts or special offers at checkout.

Broadmead Retirement - Dining Server & Hostess

Baltimore, MD • 12/2018 - 07/2021

- Assessed plated meals for adherence to presentation standards and verified food items against guests' orders prior to delivery.
- Coordinated meal pacing with precision by monitoring table progress throughout the dining experience closely.
- Managed challenging situations professionally, resolving any guest complaints or issues promptly.
- Educated customers on menu items by thoroughly understanding ingredients, preparation methods, and dish compositions.